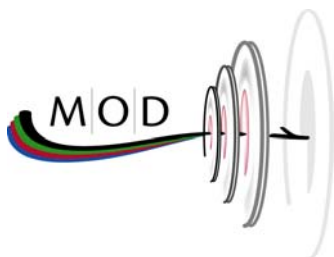


# FMAC Monthly Performance Report

December 2004



# FMAC Monthly Performance Report

## Table of Contents

1.	Introduction .....	1
1.1.	Monthly Call Volumes and Trends.....	1
1.2.	Tier 0 - IVR.....	1
1.3.	Tier 1 and Tier 2 Service Level Comparison.....	2
1.4.	Tier 1 Calls Compared to Tier 2 Calls .....	3
1.5.	E-mail Volumes and Trends .....	4
2.	Contact Inquiries by Region.....	4
3.	FMAC Callers .....	5
4.	Request Type.....	7



# FMAC Monthly Performance Report

## 1. Introduction

This performance report includes a summary of the FEMA Map Assistance Center's (FMAC's) contacts and activities for December 2004. Data in this report represents operations for all tiers of service for the calendar month beginning at 12:00 a.m. December 1, 2004, and ending 11:59 p.m. on December 31, 2004.

### 1.1. Monthly Call Volumes and Trends

The FMAC received 9,550 calls during December in the interactive voice response (IVR) system. This represents a 10% decrease from November's volume of calls. The reduction in volume is consistent with that of December 2001 and December 2002. However, the drop in call volume during December 2004 is counter to what was experienced in December 2003, when there was an 8% increase in calls during the November to December reporting period. Though there are different volume trends from 2003 and 2004, the actual volume for December 2003 and 2004 is comparable.

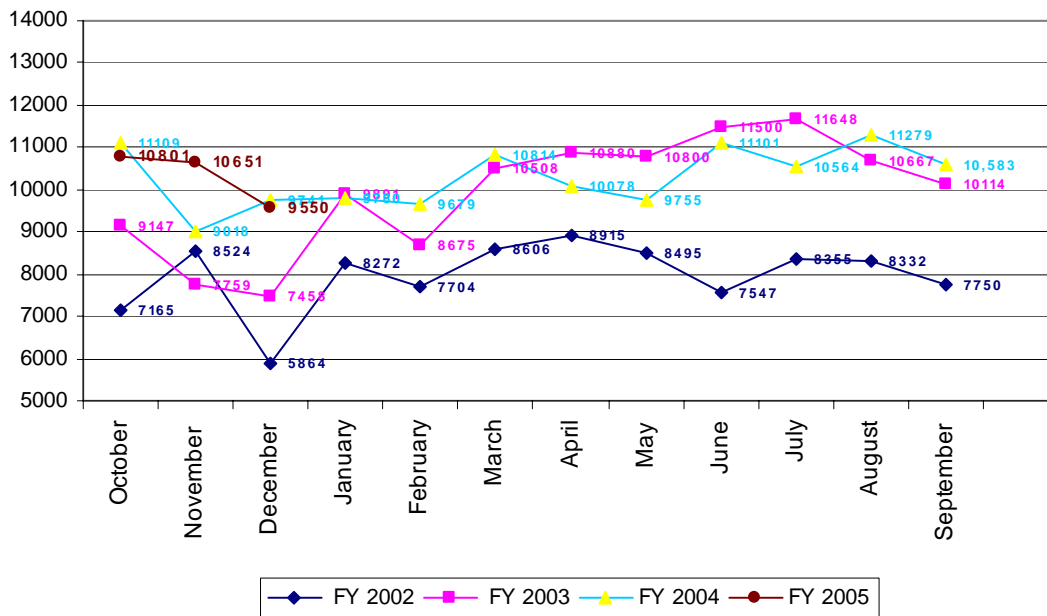


Figure 1. Monthly Call Volumes

### 1.2. Tier 0 - IVR

In November, the FMAC updated its definitions for how abandoned and satisfied calls are captured in the IVR. As a result, each IVR script is more clearly defined as an abandoned call or satisfied call point. The December metrics below represent IVR call activity using these new definitions.

# FMAC Monthly Performance Report

The abandoned and satisfied definition changes yielded a 5% reduction in the number of abandoned calls and a 5% increase in the number of satisfied calls in December.

Table 1. Tier 0 Service Performance

Metric	Number of Occurrences	Rate for Reporting Period	Target
Total Inbound Calls	9,550	N/A	N/A
Calls Abandoned	782	8%	< 4%
Calls Satisfied	1,114	12%	>= 20%
Transferred to an Agent	7,506	79%	N/A

## 1.3. Tier 1 and Tier 2 Service Level Comparison

The service level goal for Tier 1 and Tier 2 is to handle 85% of incoming calls within 30 seconds. Tier 1 handled 7,473 calls in December and achieved an average service level performance of 94%. This is an increase of 7% from November for Tier 1 service level and a 20% increase in service level since October. Tier 2 handled 1,906 calls in November and achieved a 93% service level performance. This is an increase of 4% compared to November performance and a 9% increase in performance since October.

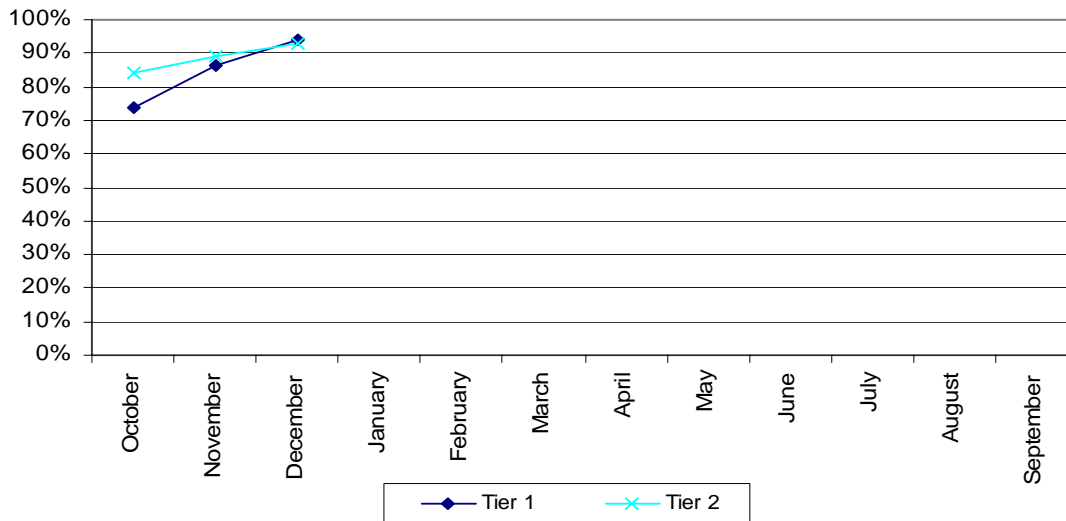


Figure 2. Service Level Comparison

# FMAC Monthly Performance Report

## 1.4. Tier 1 Calls Compared to Tier 2 Calls

Tier 1 should handle 80% of incoming calls and should escalate 20% to Tier 2. In December, Tier 1 handled 76% of the inquiries and escalated 24% to Tier 2. This is a 4% reduction in the percent of inquiries escalated to Tier 2 and a 6% reduction since October.

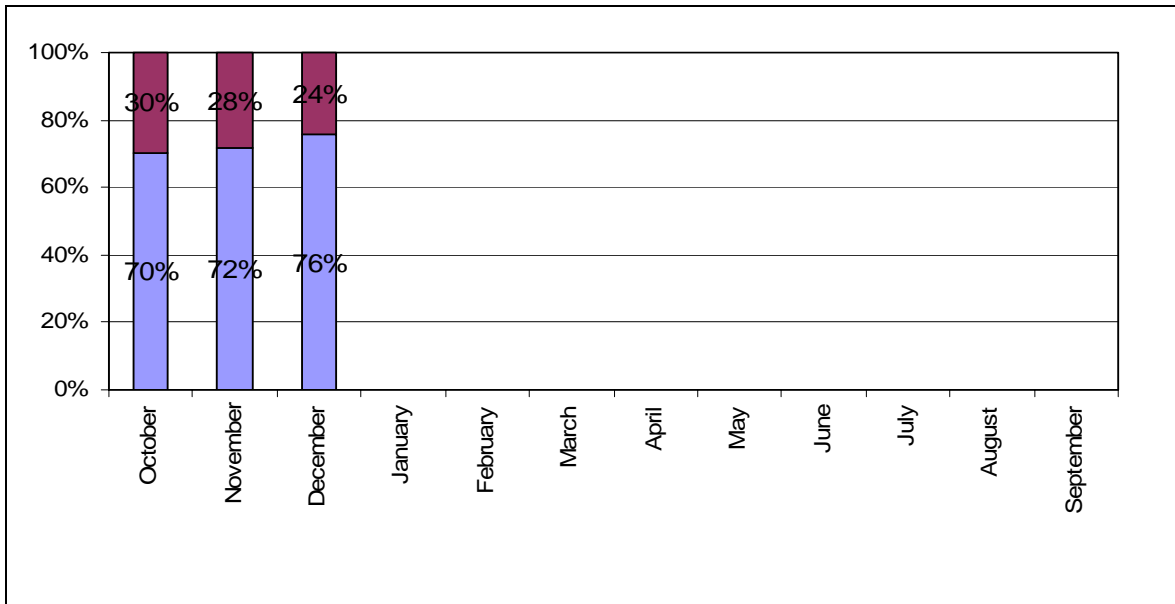


Figure 3. Tier 1 to Tier 2 Call Escalation

# FMAC Monthly Performance Report

## 1.5. E-mail Volumes and Trends

The FMAC received 461 e-mails for the December reporting period. This reflects a negligible change in volume compared to November and since October.

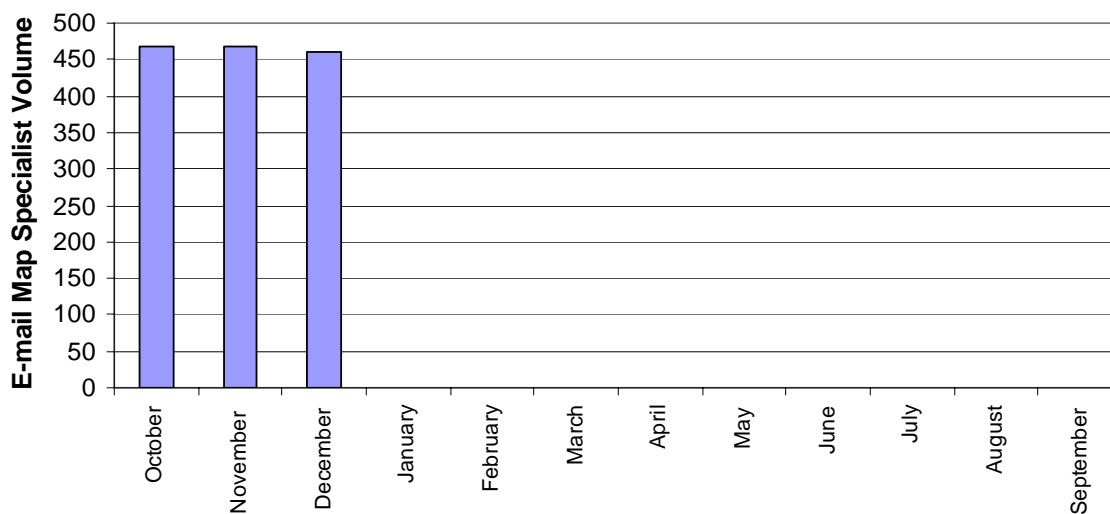


Figure 4. Monthly E-mail Volume

## 2. Contact Inquiries by Region

Regional calls for this reporting period totaled about 9,550. This is a 10% decrease in call volume compared to November. During this reporting period, 567 calls, or 6%, were not linked to any specific region.

Consistent with the November reporting period, Region IV originated more calls, 27.3%, than any other region. Despite the decrease in overall call volume, Regions IV, VI, VIII, and X slightly increased their percentage of calls compared to November.

# FMAC Monthly Performance Report

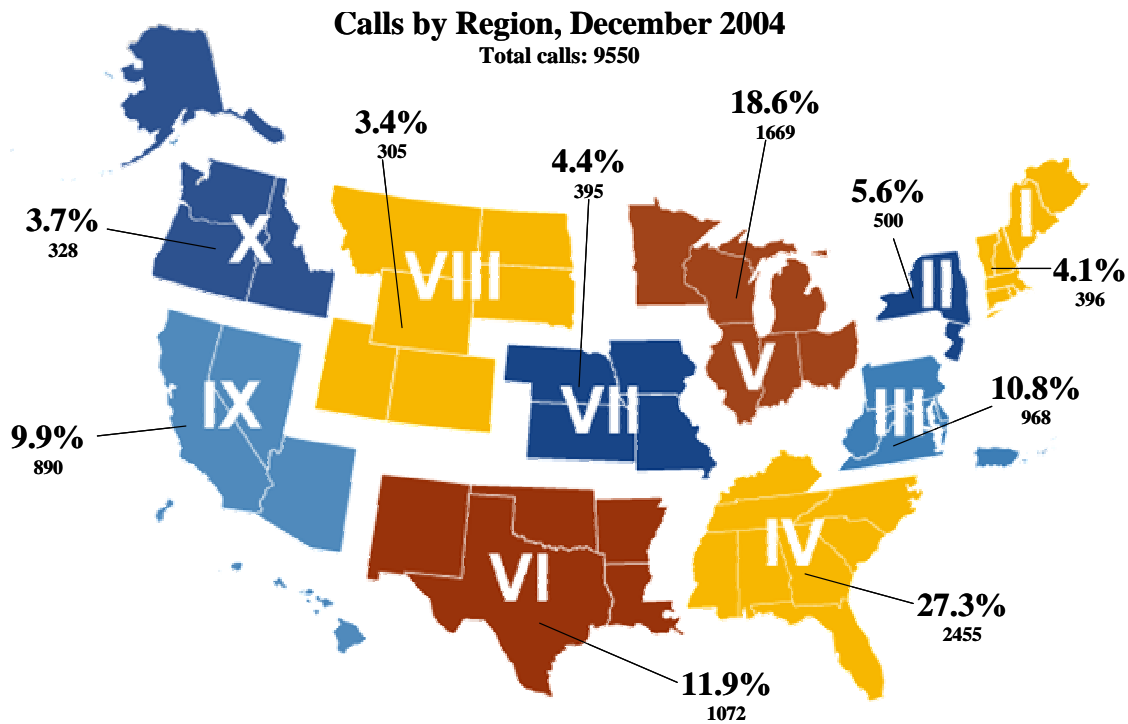


Figure 5. Calls by Region

## 3. FMAC Callers

Property owners remained the predominant group of callers for this reporting period, with all other caller types remaining relatively consistent. Fourteen percent of all calls in December were classified as “other” or “not captured.” The inordinately high number of calls recorded as “other” indicates that additional training needs to occur for Tier 1 agents, while the calls classified as “not captured” are generally believed to be FMAC customer e-mails or voice mails that are not discernible. The customer type “Appraiser” was added to the list of possible FMAC callers in December. This new customer type accounted for 34, or 0.4% of all calls.



## FMAC Monthly Performance Report

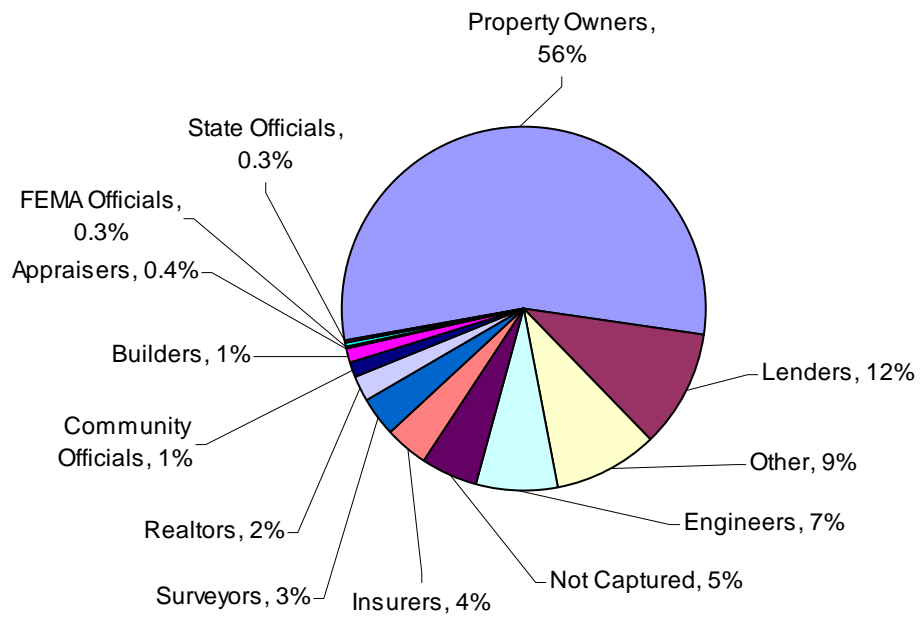


Figure 6. FMAC Audience Type

## 4. Request Type

Request types vary significantly among the three channels of communication. The predominant request type for phone inquiries in December was “Requests for Documents.” For the e-mail and voice mail request types, “other” remained the largest request type. The “other” request type will continue to be a training issue.

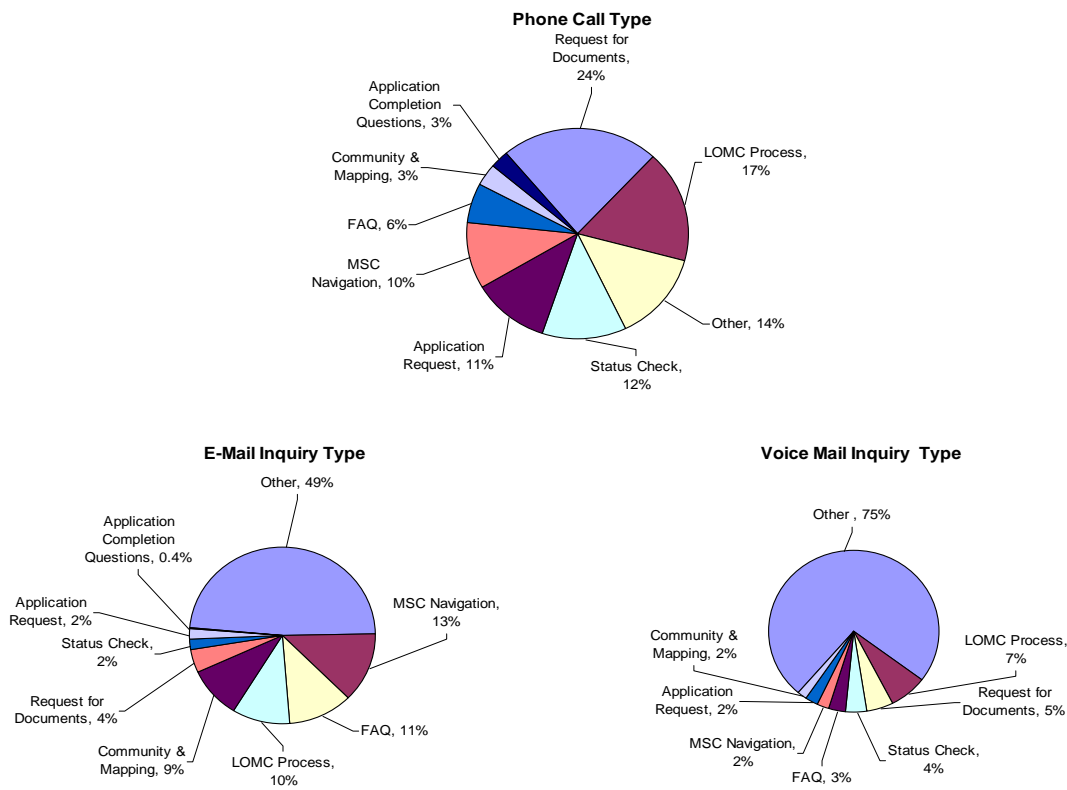


Figure 7. FMAC Customer Request Types